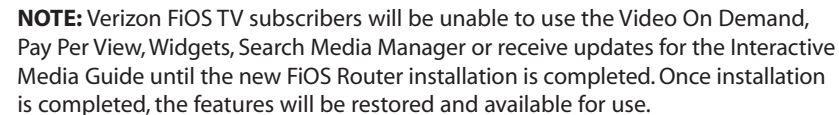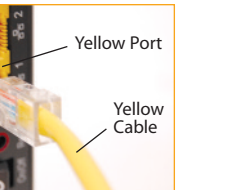## A  Remove Existing FiOS Equipment

Before installing your new FiOS Router, you must **disconnect your old router and all connected devices**, including the Motorola NIM (if connected to your existing router). Don't forget to remove all of the router components including power supplies and all cables because they will **NOT** work with your new FiOS Router. The photos below include some examples of connected devices that must be removed before installing your new FiOS Router.
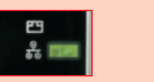
FiOS Router

D-Link Router (VOI-624)

D-Link Power Supply

If you are a Verizon FiOS® TV subscriber, this device may have been connected to an existing D-Link router. A Motorola NIM can be identified by the letters "RF" on the lower left front panel. It is no longer required to be connected to your new FiOS Router.

Motorola
Network Interface Module (NIM)

**NOTE:** Verizon FiOS TV subscribers will be unable to use the Video On Demand, Pay Per View, Widgets, Search Media Manager or receive updates for the Interactive Media Guide until the new FiOS Router installation is completed. Once installation is completed, the features will be restored and available for use.

## B  Connect to the FiOS Router

**Step 1**  Connect the **Coax Cable** previously connected to your NIM to the **Red Coax Connector** on the back of the FiOS Router.

Alternate - Connect one end of the **Coax Cable** to your **Coax Port** and the other end to the **Red Coax Connector** on the back of the FiOS Router.

**Step 2**  Read and remove the **White label** on the back of the FiOS Router. Plug the **Black Power Cord** into the **Black Port** and then into a **Wall Outlet**.

Black Port

Power Cord

**Step 3**  Turn the FiOS Router **ON**. Make sure the **Power light** on the front of the FiOS Router is SOLID **Green**.

Power Switch

**Step 4**  Make sure the **LAN Coax light** is either solid or flashing **Green**. This may take a couple of minutes.

**Step 5**  Read and remove the **Yellow label** on the back of the FiOS Router. Plug the **Yellow Ethernet Cable** into any of the four **Yellow Ports**.

Yellow Port

Yellow Cable

**Step 6**  Make sure that your computer is turned on, then plug the other end of the **Yellow Cable** into the **Ethernet Port** on the computer.

An **Ethernet Port** looks similar to a regular Phone Jack, but is slightly larger.

Ethernet Port

Yellow Cable

Computer

**Step 7**  Make sure at least one of the **LAN Ethernet lights** on the front of the FiOS Router is either solid or flashing **Green**. This may take a few moments.

**Note:** If the LAN Ethernet light does **NOT** turn green, make sure the Yellow Ethernet Cable is properly connected on both ends. Otherwise go to Question 9 of the Troubleshooting section.

**Step 8**  Check the type of WAN connection installed. It is either Ethernet or Coax. If it is Ethernet, follow the WAN Ethernet Setup instructions. If it is Coax, follow the WAN Coax Setup instructions.

Coax Port        Ethernet Port

**Important:** Verizon FiOS TV subscribers MUST always connect a Coax cable to the FiOS Router regardless of using a WAN Ethernet connection.

### WAN Ethernet Setup

**a.** Connect one end of the **White Ethernet Cable** into your **Ethernet Port** located on the wall and the other end into the **White Ethernet Port** on the back of the FiOS Router.

**b.** Make sure that the **WAN Ethernet light** is either solid or flashing **Green**.

White Port

Ethernet Cable

**Note:** If the WAN Ethernet light does **NOT** turn green, make sure the White Ethernet Cable is properly connected on both ends.

### WAN Coax Setup

**a.** Connect one end of the **Coax Cable** to your **Coax Port** located on the wall and the other end to the **Red Coax Connector** on the back of the FiOS Router.

**b.** Make sure that the **WAN Coax light** is either solid or flashing **Green**. This may take a couple of minutes.

Coax Cable

Red Coax Connector

**Note:** If the WAN Coax light does **NOT** turn green, make sure the Coax Cable is properly connected on both ends.

Upon completing the setup instructions in Step 8, observe the Internet light located on the front of your new FiOS Router. It should turn green within 3 minutes. If the Internet light remains amber for more than 3 minutes, call Verizon FiOS customer service at 888-553-1555 to get connected. When you call, enter your phone number and follow the prompts for help with connecting your FiOS Router.
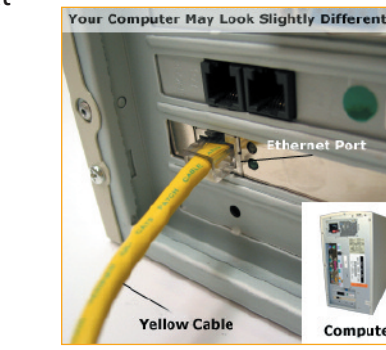
## C  Configure the FiOS Router

**Step 1**  Open a Web browser and type **http://192.168.1.1** in the address bar. Then press **Enter** on the keyboard.

**Step 2**  The "Login Setup" screen appears. Select a new **User Name** and **Password** and type them into the appropriate fields.

Make sure to write down this information as you will need it in the future.

**Step 3**  Change the time zone to the appropriate setting. Then click **OK**.

**Step 4**  The "Main Menu" screen appears. Check to make sure you have a **GREEN** checkmark under **Router Status**.

Router Status
GO!

Your Router is Ready for
Internet Access

**Note:** If the Green checkmark under Router Status does **NOT** appear, make sure there is a solid Green WAN light (either Ethernet or Coax).

**Step 5**  Make sure that either the **Coax Status** or **Ethernet Status** under **Broadband Connection** shows that it is CONNECTED.

Broadband Connection
Ethernet Status:   Connected
Connection Type:   PPPoE
IP Address:        69.107.59.228

**Note:** If the Broadband connection is NOT connected, make sure there is a solid Green WAN light (either Ethernet or Coax) and also a solid Green Internet light on your FiOS Router.

## D  Connect to Other Computers/Set Top Box

Your FiOS Router supports 3 different home networking technologies: **Ethernet** (Wired), **Wireless**, and **Connect Your FiOS TV Set Top Box(es)** (Wired). Please go to the section that is applicable to you.

### Wireless

**Step 1**  Make sure that each computer that you want to connect wirelessly has built-in wireless or an attached wireless adapter.

Computer

Built-in Wireless    Wireless Adapter

### Ethernet (Wired)

**Step 1**  Get another Ethernet cable (not supplied). Plug one end into one of the open **Yellow Ethernet Ports** on the back of the FiOS Router. Plug the other end into the Ethernet port of the next computer you want to connect.

**Step 2**  Make sure that the wireless computer uses the same ESSID and WEP key as the FiOS Router. To do this, launch the wireless computer's wireless application.

**Step 3**  **Turn the FiOS Router over**. You will see a sticker that lists the FiOS Router's preset ESSID and WEP key. Enter that information in the wireless computer's wireless settings and click **Save**.

ESSID    GMOC0
WEP KEY   952FEBE503
WPS PIN   B302470S
WAN MAC   C1:0Y:C2:67:0

CSJE8251900004

**Note:** The FiOS Router uses 64/40 bit WEP encryption by default. Your wireless computer must be configured for 64/40 bit WEP during setup.

**Step 2**  Repeat these steps for each computer that you want to connect to the FiOS Router using Ethernet.

**Step 4**  To make sure that the changes were enabled, try to surf the Web from the wireless computer.
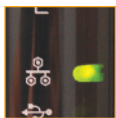
## Connect Your FiOS TV Set Top Box(es)

**Step 1** Make sure all of your Set Top Box(es) are turned OFF.

**Step 2** Get a Coax Cable and connect one end into a Coax Port (usually located on the wall or to a splitter) and the other end into your Set Top Box Coax Connector on your Set Top Box.

**Step 3** Power up your Set Top Box.

**Step 4** Make sure that the **LAN Coax light** on the front of the FiOS Router is either solid or flashing **Green**. This may take a couple of minutes.

**Step 5** You are connected. Your Set Top Box(es) are now supported.

**Congratulations!** You have successfully installed and configured your FiOS Router and created your own home or office network.

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**1 Q** How do I reset the FiOS Router to the factory defaults?

**A** Depress the HW reset button on the back of the unit for at least 10 seconds or access the Restore Defaults reset button located in the "Advance Setup" section of the router's management GUI.

**2 Q** Do any special steps have to be taken to configure a WAN connection using either MoCA or Ethernet?

**A** No, the FiOS Router has an Auto Detect feature and will connect accordingly.

**3 Q** Is wireless on by default?

**A** Yes.

**4 Q** Is wireless security on by default?

**A** Yes, with a unique 64/40 bit WEP Key printed on the bottom of each FiOS Router.

**5 Q** I cannot get into the FiOS Router GUI interface. What should I do?

**A** Ensure the computer you are connecting to the FiOS Router is setup to dynamically receive an IP Address.

**6 Q** Are the FiOS Router Ethernet ports Auto Sensing?

**A** Yes, a straight through or crossover Ethernet (RJ45) cable can be used.

**7 Q** What can be done about a weak wireless signal?

**A** Try selecting a different Wireless channel. The FiOS Router has the capability of dynamically selecting a stable channel or you can manually select a channel. You may also want to try relocating/repositioning the FiOS Router.

**8 Q** What does the "My Network" section display?

**A** My Network displays LAN devices that are connected to the FiOS Router along with information about each device.

**9 Q** I've physically connected my computer to the FiOS Router, but my computer is still unable to see the FiOS Router or surf the Internet. What should I do?

**A** You need to make sure that the TCP/IP protocol is setup properly on this computer. To do that complete the following steps:

**Step 1** For XP, from the desktop, click the **START** button (For Vista click on the Windows button) on the lower left corner. From the menu that appears, click **Control Panel**.

XP Screen

Vista Screen
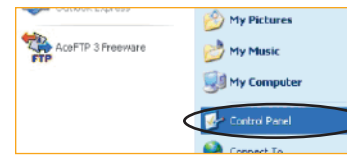
**Step 2** For XP, when the "Control Panel" window appears, click **Network Connections**. For Vista click on "View Network Status and Tasks" under the "Network and Internet" icon.

XP Screen

Vista Screen
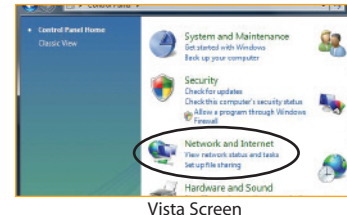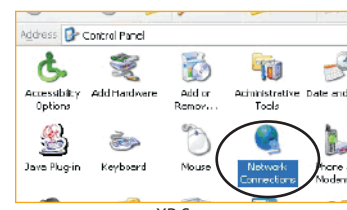
**Step 3** For XP, in the "Network Connection" window, right- click **Local Area Connection** and select "Properties". A number may be displayed after the Local Area Connection. If more than one Local Area Connection is listed, locate the one that corresponds to the network card that you have connected to the FiOS Router, it should say "connected".
For Vista, in the "Network Sharing" window, click on **View status** next to "Local Area Connection".
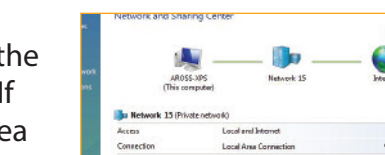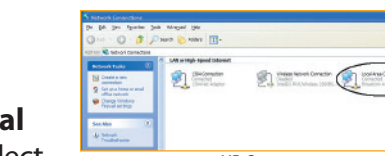
(Vista only) When the "Local Area Connection Status" window appears Click **Properties**.

XP Screen

Vista Screen
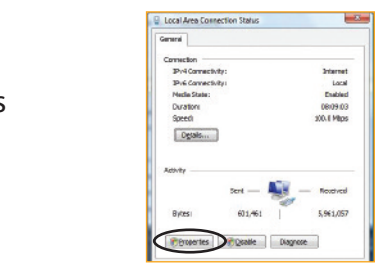
**Step 4** In the "This connection uses the following item" list box, double-click **Internet Protocol (TCP/IP)**. For Vista be sure to click on **Internet Protocol Version 4.**
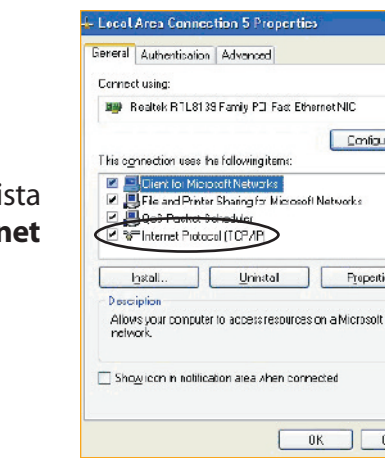
**Step 5** The "Internet Protocol (TCP/IP) properties" window appears. Make sure "**Obtain an IP address automatically**" is selected, then click **OK** to exit. Click **OK** on the previous window to exit.

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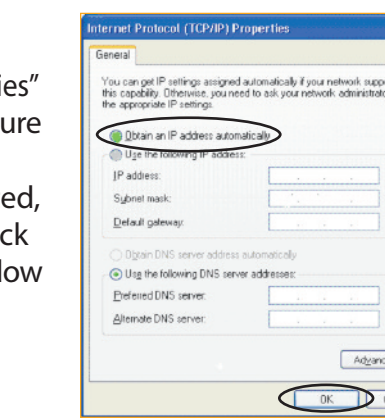
# Verizon FiOS Router

MI424WR

## Installation Guide

This Installation Guide will walk you through the easy steps to set up your FiOS® Router. During this process, we'll show you how to:

**A** Remove Existing FiOS Equipment

**B** Connect to the FiOS Router

**C** Configure the FiOS Router

**D** Connect to Other Computers/Set Top Box

**E** Troubleshooting/Frequently Asked Questions

**verizon**